

**JOB DESCRIPTION**  
**ST. CLAIR STREET SENIOR CENTER**  
**PART-TIME CAREGIVER RESOURCE AND EDUCATION CENTER**  
**INFORMATION SERVICE COORDINATOR**

1. **JOB TITLE:** PART-TIME CAREGIVER RESOURCE AND EDUCATION CENTER INFORMATION SERVICE COORDINATOR
2. **DEFINITION:** The part-time Caregiver Resource and Education Center Information Service Coordinator is a position whose existence and continuation is directly dependent on the availability of funds from the Alzheimer's Association. The Information Service Coordinator is responsible for assessing needs and providing information on resources specific to aging, health and related issues available to meet those needs targeted toward maintaining the highest level of independence possible for elderly individuals and support for their caregivers. All employees are responsible to the City Manager. The employee is under the supervision of the Senior Center Director or, in the Director's absence, the Center Administrative Assistant. Directions given range from general to specific. This position is classified as Non-Exempt for the purpose of the fair Labor Standards Act, as having no significant occupational exposure to bloodborne pathogens, and as Non-Safety Sensitive; the employee will be subject to post-accident/incident, reasonable suspicion, return to duty and follow-up drug and alcohol testing.
3. **EQUIPMENT/JOB LOCATION:**
  - a. The employee will operate a multi-line telephone, copy machine, fax, typewriter, computer and other modern office equipment and assistive devices as needed.
  - b. The employee's job location is in the Senior Center facility. Work is typically performed indoors in a smoke free environment.
4. **ESSENTIAL FUNCTIONS OF THE JOB:**
  - a. Organizes and maintains the materials in the resource library in an orderly fashion, stocks and orders materials in a timely manner.
  - b. Answers the telephone, greets individuals in person, uses active listening skills to assess client needs, and provides information on resources, and referrals by phone or fax.
  - c. Provides care consultations to individual caregivers and families that lead to assurance and empowerment.
  - d. Follows up on referrals to ensure appropriate services are received.
  - e. Assesses needs of older individuals referred to the Center by other agencies or individuals and follows up with referrals to appropriate community resources.
  - f. Evaluates services for effectiveness and advocates for service to fill documented unmet needs.
  - g. Networks with formal and informal services providers to increase quantity and quality of services available.
  - h. Maintains accurate, current records on usage of the Resource and education Center and submits monthly, quarterly, and annual reports of service in a timely manner.

- i. Performs job related clerical duties such as stuffing and addressing envelopes, preparing flyers, and collating materials.
- j. Promotes and stimulates a good working relationship with staff from both sponsoring agencies, the public, other community agencies, frail elderly and their caregivers.
- k. Sits, stands, stoops, and walks intermittently.

5. **ADDITIONAL EXAMPLES OF WORK PERFORMED:**

- a. Attends staff meetings, professional meetings, training meetings and other functions when required.
- b. Makes recommendations on new services that would be appropriate.
- c. Serves as the representative for the Alzheimer's Association and the Senior Center Caregiver Resource and Education Center at infrequent health fairs, agency fairs and other community outreach programs.
- d. Assists with promoting and recruiting teams for the annual Memory Walk and provides information as needed.
- e. Performs other duties and special projects as assigned.

6. **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

- a. Be at least 21 years of age.
- b. High school diploma or equivalent required; some college preferred.
- c. Related work experience preferred. Experience may compensate for higher education.
- d. Must have legal authorization to work in the United States.
- e. Must be reliable, self-motivated and respectful of senior adults and their caregivers.
- f. Must possess good listening and assessment skills.
- g. Must have the ability to establish empathetic relationships and be familiar with or learn techniques used in small group dynamics.
- h. Ability to maintain confidentiality.
- i. An interesting and sensitivity to caregivers and the issues they face.
- j. Must be organized and have the ability to learn about resources available in the community and track programs.
- k. Ability to follow oral and written instructions.
- l. Must possess good oral, written and telephone communication skills.
- m. Ability to appear on time for work and notify the appropriate individual in advance if unable to work.
- n. Ability to perform the duties of the job for the assigned work schedule.
- o. Temperament and good judgment to effectively deal with caregivers, those requesting information, the public and/or City employees, some of whom may be irate or unreasonable.
- p. Good human relation skills with the ability to work well with others.

Non-Exempt  
 Non-Safety Sensitive  
 09/13/06